

**From:** lsca\_per-incident-services@agilent.com  
**Sent:** Monday, October 26, 2009 11:45 AM  
**To:** Hanchett, James (DPH)  
**Cc:** 14135452608@j2send.com  
**Subject:** Quote Requested for Commonwealth of Massachusetts 1-2306520952  
**Attachments:** Commonwealth of Massachusetts 1-2306520952.pdf; QOF.docx; Agilent Service Terms.pdf



Dear Valued Customer,

We are sending you this email to alert you to a new Agilent ordering process intended to even better protect your company information—a top priority for Agilent.

Beginning April 16, 2009 when you use a credit card to place an order with Agilent, we ask that you place the order over the phone (800-227-9770, Option 3, 1 then 7648#) or via the Agilent Website URL: [http://www.chem.agilent.com/en-us/Store/\\_layouts/agilent/commerce/default.aspx](http://www.chem.agilent.com/en-us/Store/_layouts/agilent/commerce/default.aspx)

**Agilent will not accept orders via e-mail or fax that include credit card information. Orders that do not include credit card information will still be accepted via e-mail and fax.**

Our goal remains to accommodate you in how you want to interact with Agilent, yet we are making this change because sending your credit card information by email over the public internet is simply not safe. Faxes sent to Agilent are automatically digitized then forwarded to us via e-mail. As a result, and in an effort to protect the security of your credit card information, we request that you not send us credit card information via e-mail or fax.

More information about PCI may be found at <http://www.pcisecuritystandards.org/>

Attached is your **Quote for Service Request/Quotation # 1-2306520952**.

To initiate scheduling of your service, please provide one of the following methods of payment\*:

<b>Credit Card</b>	Agilent accepts all major Credit Cards: American Express, Discover, Mastercard, or VISA	<b>FAX: 302-993-5963</b>  <b>Phone: 800-227-9770, Option 3, 1 then 7648#</b>  <b>Email: <u>lsca_per-incident-services@agilent.com</u></b>
<b>Purchase Order</b>	Agilent may accept a verbal PO for most customer for quotes < \$5,000.  Fax or email a hardcopy PO for quotes > \$5,000.	
<b>Agilent's Quick Order Form</b>	May be used in lieu of a hardcopy Purchase Order. Requires a PO number, Bill to Address, and the dollar total you are authorizing.	

\*Note: If you have a Blanket Purchase Order (BPO) on file with Agilent Technologies, Inc. Service Order Management team this quote is for your information only. Your service request has been sent to our Service Delivery team for scheduling.

Thank you for choosing Agilent Technologies, Inc. where *Our Measure is Your Success!*

Best regards,

Service Order Management Team

**Agilent Technologies, Inc.**  
**Little Falls Site Business Center**  
**2850 Centerville Road**  
**Wilmington, DE 19808**